

## Complaint Tracking for Alaska

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

# Complaint Tracking for Alaska

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8440	07/07/03	3	Operator did not follow customer instructions.	07/10/03	Coached agent on procedures for redialing, recordings, entering options, and following customer's instructions. Follow up letter sent to the customer 7/10.
8440	07/07/03	21			
3480-I	07/31/03	17	Agent was unfriendly to customer.	08/03/03	Coached agent on proper procedures.

## Complaint Tracking for Alaska

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

## Complaint Tracking for Alaska

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

## Complaint Tracking for Alaska

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

## Complaint Tracking for Alaska

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

## Complaint Tracking for Alaska

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

## Complaint Tracking for Alaska

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------



# Complaint Tracking for Alaska

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7968C	02/15/04	21	Agent did not announce call properly.	02/18/04	Agent coached on being more attentive to caller notes regarding whether or not to announce relay.

## Complaint Tracking for Alaska

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------

# Complaint Tracking for Alaska

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2967	04/27/04	7	Customer complained that a confirmation number was coming across wrong on his tty. Stated the CA typed it wrong twice.	04/28/04	Assistant supervisor assisted on this call and number had been typed correctly. The IB did not receive the # possibly due to garbling.

## Complaint Tracking for Alaska

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
---------------	-------------------	------------------	---------------------	-----------------------	---------------------------